




# Vallabh Enterprises

Regd. Office : 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
Support : | W : www.vallabhenterprises.com  
E : vallabhsecure@yahoo.co.in

| <b>Service Status Details : VE1669</b> |  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
|--|--|---|---|---|--------|-----------|-----------------|--------|---------------------|---------------|---|---------------------|----------------|---|---|---------------------|-----------|-----|--|---|---------------------|-----------|-----|--|---|
| <b>Priority :</b>                      | High   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9821141294   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Technician Name :</b>               | Anil Yadav   |   | <b>Technician Mobile :</b>  | 8080922983  |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b>  | 10-08-2020 03:24:40   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Vendor Details :</b>                |  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| Company Name/Client Name :             | New Shreeji CHSL   | Customer's Mobile :   | 9821141294  | Name :  | Shuaeb |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Address :</b>                       |  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| Mumbai , , , , Maharashtra             |  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>AMC Details :</b>                   |  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| Expiry Date :                          | 31-08-2020 12:00:00  |   | Type :  | Non-Comprehensive   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Product Name :</b>                  | CCTV   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Complain :</b>                      | 1 CAMERA OFF   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Technician Comment :</b>            | One camera not working because connection was dead. I do reconnection then camera is working.  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Remark :</b>                        | One camera not working because connection was dead. I do reconnection then camera is working.  |   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Status History :</b>                | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>12-08-2020 12:02:44</td><td>AnilYadav</td><td>Completed</td><td>One camera not working because connection was dead. I do reconnection then camera is working.</td><td></td></tr><tr><td>12-08-2020 11:38:03</td><td>AnilYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>10-08-2020 03:24:40</td><td>AnilYadav</td><td>New</td><td></td><td>-</td></tr></tbody></table> |   |   |   |        | Date Time | Technician Name | Status | Remark              | Sign          | 12-08-2020 12:02:44   | AnilYadav           | Completed      | One camera not working because connection was dead. I do reconnection then camera is working.     |  | 12-08-2020 11:38:03 | AnilYadav | New |  | - | 10-08-2020 03:24:40 | AnilYadav | New |  | - |
| Date Time                              | Technician Name  | Status  | Remark  | Sign  |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| 12-08-2020 12:02:44                    | AnilYadav  | Completed   | One camera not working because connection was dead. I do reconnection then camera is working. |  |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| 12-08-2020 11:38:03                    | AnilYadav  | New   |   | -   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| 10-08-2020 03:24:40                    | AnilYadav  | New   |   | -   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>17-03-2020 11:03:10</td><td>SantoshPathak</td><td>one camera main gate being on of after 10:30 and continuously being so collect the camera for test and observation.</td></tr><tr><td>14-03-2020 12:17:14</td><td>Atique Salmani</td><td>one smps changed bcz 8 cameras n only one suply use so use another smps 12v.5amps and working ok.</td></tr></tbody></table>   |   |   |   |        | Date Time | Technician Name | Remark | 17-03-2020 11:03:10 | SantoshPathak | one camera main gate being on of after 10:30 and continuously being so collect the camera for test and observation. | 14-03-2020 12:17:14 | Atique Salmani | one smps changed bcz 8 cameras n only one suply use so use another smps 12v.5amps and working ok. |   |                     |           |     |  |   |                     |           |     |  |   |
| Date Time                              | Technician Name  | Remark  |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| 17-03-2020 11:03:10                    | SantoshPathak  | one camera main gate being on of after 10:30 and continuously being so collect the camera for test and observation. |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |
| 14-03-2020 12:17:14                    | Atique Salmani   | one smps changed bcz 8 cameras n only one suply use so use another smps 12v.5amps and working ok.                   |   |   |        |           |                 |        |                     |               |   |                     |                |   |   |                     |           |     |  |   |                     |           |     |  |   |